



Jason Faller, MD

## HIGHLIGHTS & DETAILS

### **Enhanced Rheumatology and Internal Medicine Concierge Care Benefits Included as Part of the Annual Fee.**

*These offerings are not covered by Medicare or by other insurance plans. The small size of my practice allows my office staff and me to provide you with the following membership benefits:*

**Direct communication to me or my assistant during business hours.** When you call my office during office hours there will be no recording to navigate... only real people to take your call, with a real concern for your health and well-being. All phone calls will be returned promptly, but if you deem your problem urgent, we will make every effort to speak to you at the time of your call.

**Personal cell phone number will be provided to you.** This allows easy and direct communications for urgent rheumatic and medical problems that occur outside of my regular office hours. I will use my reasonable best efforts to be available to hear from you when you are ill or injured to coordinate your care. **However, for emergencies, always call 911 first.**

**Convenient email for non-urgent health issues or questions.** You will receive a prompt response from me personally (usually within 24 hours). Because email communications are not always secure, please use discretion when choosing topics to discuss with me via this platform.

**Little or no office waiting room time and longer appointments.** Office visits will start promptly. Appointments will generally be scheduled for approximately 30 minutes and a comprehensive annual health assessment will be scheduled for approximately 60 minutes. Our aim is to afford you the time to thoroughly address all of your questions and concerns, regardless of the reason for your visit.

**Strong focus on preventive medicine and long-term health and wellness.** As part of my commitment to your long-term rheumatic and/or internal medicine health and wellness, my philosophy is to educate you about the importance of fitness, weight management and healthy living. In addition to the cutting edge 21st-century approaches and integrative modalities I already offer through my practice, I will assist you in identifying and evaluating wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.

**Personalized hospital care.** Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges or where I am not your attending physician. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care by making courtesy visits and/or communicating with the hospitalists or the other attending physicians who are providing services to you.

**Extended Office Hours.** Office visits are best scheduled when the full complement of office staff is available. However, should you require an occasional visit outside our usual office hours, we will certainly do our best to reasonably accommodate you.

**Long distance care.** Whether you are on a brief vacation or living some of the year in a second residence, I am available for consultation. However, if in my judgment you need to be seen by a local physician, I will encourage you to seek medical attention. I will communicate with you directly, as well as with your treating physician as needed, to support the coordination of your care on health issues that may arise.

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**Adult children of members are welcome.** If a parent opts to join my personalized care practice, I will be happy to care for his/her adult children between the ages of 18 up to 30 without an additional membership fee.

**Care for visiting relatives and/or friends.** Should your out-of-town family or friends become ill during a visit to the area, I will be happy to see them in my office and assist with their medical care. I will treat them as though they were a member of my practice.

**Periodic newsletter on topics relevant to your health and well-being.** I will provide seasonal newsletters on medical subjects of interest.

### **Comprehensive Annual Health Assessment**

In my ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by my staff to schedule a comprehensive annual health assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. Each person is unique and there is no one-size-fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. I will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. Every patient is advised to have an annual evaluation.

The membership fee does not apply to the Welcome to Medicare assessment or to any annual wellness checkup. Portions of this comprehensive annual health assessment and associated tests may be "covered" services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the comprehensive annual health assessment.

### **My Staff**

My staff is an important part of your experience with my office. They not only have the expertise to advocate on your behalf, but they also will continue to assist you in navigating through other aspects of the medical community when necessary.

### **Insurance Information**

#### **Commercial Insurance Patients**

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for many PPO insurance plans. However, I am not able to accept HMO plans. I will bill your insurance for all covered services. Patients will be responsible for deductibles, copays, and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, I will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity and should likely be covered by your insurer according to in-network fees.

#### **Medicare Patients**

We will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, copays, and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are not covered by Medicare and will not be paid for or reimbursed by Medicare.

### **Annual Fees & Instructions**

Please see the Membership Agreement form for annual fees and instructions.